



## ClearVet™ CR FAQ's

### **What is the ClearVet CR?**

The ClearVet™ CR is a computed radiography system designed to meet all the needs of veterinary professionals. The ClearVet™ CR utilizes touch screen capable Clarity Captera veterinary software, making this machine the easiest CR to operate.

### **How does your CR compare to others?**

The ClearVet™ CR is the only CR available in the veterinary market that was rated A+ by the prestigious medical research company KLAS Research in their "KLAS Imaging Buyers Guide, RSNA 2009". 100% of customers say the product has all the functionality they need. If you want the very best image quality, reliability and service available, then the ClearVet™ CR is the logical choice for your practice. Ask your Digital Specialist for a copy and explanation of the KLAS report.

### **What is "Flat Scan Path" Technology?**

Unlike other CR manufacturers, the ClearVet™ CR utilizes patented "True Flat Scan Path" technology. True Flat Scan Path technology is a "touch less" scanning mechanism that ensures the phosphor plate never rolls, bends or leaves the cassette.

### **How is it superior to other CR platforms on the market?**

All other major brands of CR machines utilize roller-based mechanisms that actually remove the costly phosphor plate from the cassette and then "roll" the plate through a series of wringers (much like an old fashioned washing machine). The manipulation and bending action of the roller mechanism causes multiple system deficiencies such as plate damage, image artifacts, shorter plate life and longer wait time for image acquisition. Competitive roller-based systems such as Idexx, Fuji, and ScanX will see an average phosphorous plate life of 1500-2000 images. ClearVet™ CR customers enjoy the benefit of guaranteed Lifetime Artifact-Free images.

### **How does the ClearVet™ CR compare to DR in image quality?**

Due to technological advancements like True Flat Scan Path Technology™, high-end CR units like the ClearVet™ CR can produce DR quality images at a fraction of the cost. Although it is true that roller-based CR systems produce inferior image quality and resolution in comparison to DR, veterinarians find comfort in the fact that the ClearVet™ CR is an industry leading 16-bit system with DR-equivalent spatial resolution of 4.5 lp/mm.

### **I don't have much room in my x-ray facility. How much floor space does the ClearVet CR require?**

We understand that floor space in veterinary clinics is a premium. With our wall-mounted ClearVet™ CR, veterinarians can rest easy that we can find a place to mount it, without sacrificing valuable floor space.



### **What is PACS?**

PACS is an acronym for Picture Archiving and Communication System. PACS revolutionized the field of radiology, which now consists of all digital, computer-generated images as opposed to the analog film of yesteryear. The ClearVet™ CR comes standard with single-modality mini-pacs, allowing for complete image management of your digital system. For larger practices that utilize various DICOM modalities such as MRI, CT, Ultrasound, etc., apexx is proud to introduce Clarity PACS. Clarity Pacs is a scalable and affordable PACS designed to optimize imaging workflow and simplify image management processes. It is designed to support all major modalities and includes a powerful web-viewer, Clarity Viewer.

### **Do I Need PACS?**

Many veterinary hospitals do not need a full-scale, multi-modality PACS system. During the course of your research, your ClearVet™ Digital Specialist will discuss with you your current workflow and how you would like to utilize digital imaging. They will help you determine if you need more than the single-modality PACS system that comes standard with your ClearVet™ CR.

### **How do I archive and backup my images after reading them and how many images does the ClearVet™ CR hold?**

One of the major benefits of converting to digital is being able to manipulate, pull-push and store your images. Your ClearVet™ CR comes standard with on-board image archiving. Utilizing the standard 250 GB internal hard drive and the 250 GB external hard drive, your ClearVet™ CR can easily hold up to 16,000 images. The ClearVet™ CR automatically archives your images on the included acquisition computer. Another key benefit of the ClearVet™ CR is the standard system function that automatically saves & archives whenever any change is made. Other systems require you to click the save button, or fear losing the images forever.

### **What happens if my computer crashes? Do I lose my images?**

This is a risk with any digital system or PC. It's always good practice to frequently back up any digital data. The ClearVet™ CR includes an external hard drive for back-up image storage.

### **What is DICOM and what do I need?**

Digital Imaging and Communications in Medicine (DICOM) is a standard for handling, storing, printing and transmitting information in [medical imaging](#). It includes a [file format](#) definition and a network [communications protocol](#). The ClearVet™ CR supports DICOM 3.0 image transfer and includes all required network and modem transfers. DICOM 3.0 should be part of your digital radiology system.

### **How can I use teleradiology services?**

Because the ClearVet™ CR is DICOM 3.0 compliant, teleradiology is easy. The only requirements are a connection to the Internet and the registration with a teleradiology company of your choice.



### **Can data and images be transferred into my VPMS?**

Yes. As the industry continues to evolve, more and more VPMS companies are working directly with Digital X-ray vendors to develop integration. Unfortunately, some VPMS providers choose to hinder your integration capability. All ClearVet™ digital x-ray systems are DICOM 3.0 compliant and have functioning processes that allow for integration into any VPMS provided the VPMS vendor supports open standards.

### **Can I email images?**

Emailing images with the ClearVet™ CR is easy. With a few clicks of the mouse you can send your x-rays as JPGs, TIFs or BMP files. The process is just as intuitive and easy to use if the recipient would rather receive the images in its original DICOM format. Some recipients may want to view the image in its original DICOM format.

### **Can I see images on other PC's in my clinic?**

Utilizing your Local Area Network, the ClearVet™ CR images can be seen and fully manipulated at other workstations in your hospital

### **Do you have a clinic close by that I can talk to?**

ClearVet™ digital platforms can be found in veterinary clinics worldwide. After we have established which platform is appropriate for your situation, your Digital Specialist will gladly provide references in your area.

### **How does the warranty compare to other veterinary CR systems?**

The ClearVet™ CR enjoys the industry's most comprehensive warranty with a full 1 year parts and labor warranty. Some CR's offer a 1-year parts only warranty, without labor coverage.

### **What is the service policy for the ClearVet™ CR?**

The ClearVet™ Support Team takes pride in being able to respond to any customer support issues immediately. Being a fully vertically integrated company, apexx has customer service, software and hardware support teams in-house. When you call our customer service line, you will be calling us directly and experience a knowledgeable customer service team.

### **Who handles warranty repair service?**

ClearVet™ personnel provides all of the support and service on all of our digital systems. A ClearVet™ pay-rolled employee will manage and handle any issue you may have. Compared to other companies who depend on the manufacturer or sub-contractors for help, our team does everything under one roof, eliminating finger pointing.

### **Do you have someone local to help with issues?**

The reality of the situation is that a digital radiography system is predominantly a computer-based system that requires a far advanced level of expertise for support and service than your local x-ray film processor service company. Many industry experts encourage veterinarians to ask themselves if they would trust their local film and chemical company with their computer network. We pride ourselves on taking all these variables out and minimizing your risk. Situations like these are easy for the ClearVet™ Support Team to resolve. Utilizing advanced remote diagnostics, a ClearVet™ software expert can log into your system remotely, diagnose and correct the issue. In the rare instance it is determined that you have a hardware problem with your unit, we prefer to use a ClearVet™ employee to perform the service. If this is not a quick, efficient option, we are part of a service network of x-ray technicians across the country that can arrive onsite quickly and are trained to diagnose and resolve hardware issues for all ClearVet™ Digital X-ray Systems.



### **How do I know if I can afford Digital?**

Advancement in technology has made digital x-ray more affordable than ever. Your ClearVet™ Digital Specialist can provide you with a customized ROI report based on data you provide. On average, veterinarians shooting 2 studies per week have found they can justify the investment into digital radiography.

### **Why should I change from film processing?**

There are many factors that contribute to the continued rising costs of film-based radiology (e.g. chemical costs, disposal costs, environmental concerns, personnel costs, processor maintenance, etc.). Although saving money is always a good thing, most veterinarians believe their ability to make more accurate diagnoses is what is of true importance.

### **Do you offer in-house financing?**

We have several finance companies that we work with depending on our customer's credit score and financial situation.

### **I don't see you on animalinsides.com. Why didn't you participate?**

ClearVet™ Digital X-Ray Systems can be found in Veterinary clinics worldwide. We understand that this is usually the single-largest capital equipment purchase in a veterinarian's professional career. In an effort to relieve your stress and allow a pressure-free environment, we created our unmatched 7-Day Test Drive program. This unique program allows veterinarians who are ready to make the investment in digital radiography the opportunity to see the performance of the ClearVet™ CR in their clinic with their own eyes. Our customers see a tremendous amount of value in proving a system's merit and performance in their clinical environment instead of a consultant's laboratory. We encourage veterinarians to demand this opportunity be made available by competitive vendors. You wouldn't buy a \$40,000 automobile without first taking it for a test drive. Why would an investment in the success of your business be treated with any less scrutiny? We've changed the rules and now there's no need for veterinarians to depend on the sales pitch of their local rep or a third party consultant. ClearVet™ makes a showdown in your hospital a reality.

### **How much is it?**

The ClearVet™ line of Digital products is the most complete and diversified product offering in our industry. This product offering creates a unique situation in which your Digital Specialist will work directly with you to determine which platform and technology provides the greatest value for your investment. With ClearVet™, we'll never force you to buy a product because it's the only system we offer.

### **Do you sell used CR's?**

We often have used units available from manufacturers such as ScanX, Idexx, Fuji, and Agfa. These are available through our strategic partners Consignment Program from veterinarians that have unloaded a sub-standard system and/or who have upgraded to the benefits of a ClearVet™ CR.

### **Can you send me info?**

There are two different types of digital systems, CR and DR. With only a few answers from you, we can help you determine which system (CR or DR) may be a better fit. See [www.clearvetdigital.com](http://www.clearvetdigital.com) to learn more about our product offering. When you are ready to move forward please contact your ClearVet™ Digital Specialist @ 1.800.211.0036.